

Troubleshooting MTime

✓ Using Internet Explorer?

MTime works best with Internet Explorer. We are aware the Internet Explorer is going away. MTime will be working to upgrade to the current version of the Kronos software.

While MTime may be accessed on Apple products or Mobile Phones, with limited functionality, Full Functionality is supported when using the Internet Explorer. New computers have Windows 10 which uses EDGE as the default browser. MTime does not function optimally with EDGE. We find that using other browsers can especially be troublesome for managers attempting to perform Manager Tasks or employees attempting to add transfer codes. Employees should continue to use Internet Explorer for best results.



✓ Searching and Selecting transfer codes?

Transfer codes can be Cost Centers, Project Tasks with Expenditure Orgs, or Reason Codes or combinations of the above. Transfer codes must never be typed directly into the box or “Cut and Paste” applied into the box. Use the magnifying glass icon to search and select the appropriate codes. Items that have already been found may remain to be selected. For guidance adding transfer codes see: [Employee Tasks Job Aid](#) or [Manager Guide to Transfer Accounts](#).

✓ Review Technical Issues and Compatibility Checks?

A Job Aid [Technical Issues - Compatibility Checks](#) is available to provide guidance to troubleshoot issues, or the employee may call the IT Help Desk (240.777.2828) for assistance.

Due to periodic software upgrades on computers, functionality issues sometimes occur. If the program is not allowing you to select an item, or acting unexpectedly, it is most likely a compatibility and trusted sites issue. Often this occurs when an employee is unable to add a Reason Code. Likewise, occasionally it manifests when an employee is unable to utilize other drop-down features of MTime.

Questions?

Email Contact: Finance, MTime or mctime@montgomerycountymd.gov

For additional information, Managers and Supervisors of MCGEO and Unrepresented employees may enroll in the mandatory training: **ENSURING ACCOUNTABILITY IN TIMEKEEPING: MANAGERS AND SUPERVISORS CLASS**.

(Classes for Managers and Supervisors of IAFF and FOP represented employees are in development!)

ENROLLMENT INSTRUCTIONS:

- MCG employees **with** a MCG Computer Network Login: [AccessMCG ePortal](#)
- Enrollment Instructions - click here, and select the appropriate button: [Enroll in a Class \(for Employees\)](#) **Tip: Search on the word: Timekeeping**

QUESTIONS: Enrollment Instructions please contact OHR Training at 7-5116.